FAQ SUMMARY

What is it? Should we withhold our telephone number when making trial follow-up calls from a personal ‘phone?

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QUESTION

Should we withhold our telephone number when making trial follow-up calls from a personal ‘phone?

ANSWER

When making calls from a personal number, we would recommend withholding the number. We have not experienced many issues with this. However, a few participants have a call barring service that blocks calls from withheld numbers – and a personal decision can then be made as to whether the call is re-tried without withholding the outgoing number. If a call is made to a mobile number without withholding the outgoing number, a few participants have sent a text asking who is calling, and at this point, we have sent a text back explaining that we are calling from the <<XX>> study office to find out how they are doing.

There is a Trial Forge Brief Guidance document (BG2) at https://www.trialforge.org/resource/brief-guidance-trial-data-collection-by-telephone-id-bg2/

MORE INFORMATION

1. If you have any questions contact info@trialforge.org.